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CONFIRMATION NO. 8583

<b>SERIAL NUMBER</b> 10/759,682	<b>FILING OR 371(c) DATE</b> 01/16/2004 <b>RULE</b>	<b>CLASS</b> 714	<b>GROUP ART UNIT</b> 2114	<b>ATTORNEY DOCKET NO.</b> D/A2179
<b>APPLICANTS</b> Tracy E. Thieret, Webster, NY; Samuel A. Fedele, Victor, NY; <b>** CONTINUING DATA</b> <i>none PFC</i> <b>** FOREIGN APPLICATIONS</b> <i>none PFC</i>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 04/22/2004</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>Allowance</i> Examiner's Signature <i>[Signature]</i> Initials <i>PFC</i>		<b>STATE OR COUNTRY</b> NY	<b>SHEETS DRAWING</b> 4	<b>TOTAL CLAIMS</b> 24
			<b>INDEPENDENT CLAIMS</b> 3	
<b>ADDRESS</b> Ortiz & Lopez, PLLC P.O. Box 4484 Albuquerque, NM87196-4484				
<b>TITLE</b> Application of live machine data to customer support fault isolation processes				
<b>FILING FEE RECEIVED</b> 842	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	